KPMG Consulting – Verizon Responses regarding New Jersey Exception Report #7

Exception #: 7

Component: KPMG Consulting is unable to replicate certain Metric values as

reported by Verizon on the Carrier-to-Carrier Report.

Domain: Metrics

Date Uncovered by

KPMG:

11/13/00

Date VERIZON Received: 11/13/00

Date VERIZON 12/11/00; 02/12/01 (1st Revision); 04/19/01(2nd Revision); 05/09/01(3rd

Responded: Revision); 6/18/01 (4th Revision)

Date KPMG Consulting

responded:

KPMG Summary Statement and 01/04/01; 01/31/01 (1st Revision); 04/04/01 (2nd Revision); 05/04/01 (3rd

Revision); 05/22/01

As KPMG Consulting is unable to consistently replicate metrics values, KPMG Consulting cannot verify that the metrics values reported by Verizon on Carrier-to-Carrier reports are accurate. Without accurate Carrier-to-Carrier reports, CLECs will be unable to determine

whether or not they are receiving the levels of service mandated in the

Carrier-to-Carrier Guidelines.

VERIZON Response Verizon's 06/18/01 Reply to KPMG Consulting's 05/22/01 Update to

the 05/04/01 Update.

Verizon's response to this update as been added to Table 2 on page 26.

Verizon's response is highlighted in red.

KPMG Consulting Response and Update:

KPMG Consulting's 05/22/01 Reply to Verizon's 05/09 Response

KPMG Consulting has analyzed the March 2001 Carrier-to Carrier Report that was delivered to KPMG Consulting. Specifically, KPMG Consulting verified the metric results that were mentioned in Table 2 of this document. KPMG Consulting was able to replicate 100% of these metrics in the March

2001 Report.

KPMG Consulting's 05/22/01 Update to the 05/04/01 Update

KPMG Consulting has completed analysis of the Provisioning metrics for February 2001. KPMG Consulting has identified several discrepancies that have been added to Table 2 (beginning on page 26) of this document. These metrics are highlighted in green at the beginning of the table. KPMG

Consulting asks Verizon to respond to these remaining discrepancies.

VERIZON Response: Verizon's 05/09/01 Reply to KPMG Consulting's 05/04/01 Update to

Response

KPMG Consulting

Update:

KPMG Consulting's 05/04/01 Update to Response

KPMG Consulting has analyzed the February 2001 Carrier-to-Carrier Report that was delivered by Verizon on 4/6/01. Based on this analysis,

KPMG Consulting has found that several metrics are populated with Incorrect values. These discrepancies, which have been verified by Verizon data providers can be found in the KPMG Table 2 on (p.26) below.

Note: KPMG Consulting has not yet finished looking at the Provisioning Metrics. A new source system is being used by Verizon and additional work needs to be completed by KPMG Consulting. Another update to this Exception will be sent if necessary.

VERIZON Response:

Verizon's 04/19/01 Reply to KPMG Consulting's 04/04/01 Response

Verizon was incorrect when it reported values for the metrics listed below. All of the listed metrics were under development. The metric data was in a test mode and should not have been included on the reports until development was certified complete. The required month for implementation of each group of metrics is noted below in red.

KPMG Consulting Update:

KPMG Consulting's 04/04/01 Update to Response

KPMG Consulting has analyzed the June through October 2000 Carrier-to-Carrier Reports that were delivered by Verizon on 2/28/01. In many instances, Verizon has changed the reported value to Under Development (UD). KPMG Consulting does not agree that using UD as a substitute for a value that should be present is an appropriate solution. KPMG Consulting would like Verizon to explain their use of UD in lieu of actual values on the refiled reports.

Each of the metrics listed below had been reported with a value other than UD in the original C2C reports, Verizon replaced either the CLEC or the Retail value with UD in the re-filed reports.

June 2000 Re-filed:

Ordering

Resale – Complex Services – 2 Wire Digital
OR-1-03, OR-1-04, OR-1-05, OR-1-06, OR-1-07, OR-1-08, OR-1-09, OR-1-10, OR-2-03, OR-2-04, OR-2-05, OR-2-06, OR-2-07, OR-2-08, OR-2-09, OR-2-10

August Implementation.

Resale – Complex Services – 2 Wire xDSL OR-1-03, OR-1-04, OR-1-05, OR-1-06, OR-1-07, OR-1-08, OR-1-09, OR-1-10, OR-2-03, OR-2-04, OR-2-05, OR-2-06, OR-2-07, OR-2-08, OR-2-09, OR-2-10

August Implementation.

Resale - Special Services
OR-1-10 (for DS3)

Resale - POTS/Special Services – Aggregate OR-4-06, OR-4-07, OR-4-08, OR-4-09, OR-4-10

July Implementation.

Retail – POTS/Special Services – Aggregate OR-4-06, OR-4-07, OR-4-08

August Implementation.

UNE – Special Services OR-1-10 (for DS3)

August Implementation.

UNE – POTS/Special Services – Aggregate OR-4-06, OR-4-07, OR-4-08, OR-4-09, OR-4-10

July Implementation.

Provisioning

Resale POTS – Provisioning Total – State PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – State PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – State PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – State PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – State PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – State PR-6-01, PR-6-03

August Implementation.

Resale Special Services – State PR-6-01, PR-6-03

Retail Special Services – State PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Southern PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Southern PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 *Wire Digital* – *Southern* PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Southern PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Southern PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Southern PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Southern PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Southern PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Easternshore PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Easternshore

PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Easternshore PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Easternshore PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Easternshore PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Easternshore PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Easternshore PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Easternshore PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Raritan PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Raritan PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 *Wire Digital – Raritan* PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Raritan PR-6-01, PR-6-03

Resale Complex Services – 2 Wire xDSL – Raritan PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Raritan PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Raritan PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Raritan PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Suburban PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Suburban PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Suburban PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Suburban PR-6-01, PR-6-03
August Implementation.

Resale Complex Services – 2 Wire xDSL – Suburban PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Suburban PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Suburban PR-6-01. PR-6-03

Retail Special Services – Suburban PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Hudson-Bergen PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Hudson-Bergen PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Hudson-Bergen PR-6-01, PR-6-03

August Implementation.

 $\label{eq:complex_services} \textit{Retail Complex Services} - 2 \textit{ Wire Digital} - \textit{Hudson-Bergen} \\ \text{PR-6-01}, \text{PR-6-03}$

August Implementation.

Resale Complex Services – 2 Wire xDSL – Hudson-Bergen PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Hudson-Bergen PR-6-01, PR-6-03

August Implementation.

Resale Special Services - Hudson-Bergen PR-6-01, PR-6-03 August Implementation.

Retail Special Services - Hudson-Bergen PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – State PR-4-07, PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services— 2 *Wire Digital* – *State* PR-3-10, PR-6-01, PR-6-03

UNE Complex Services—2 Wire xDSL – State PR-3-10, PR-6-01, PR-6-0-03

August Implementation.

UNE Special Services – Provisioning – State PR-4-01, PR-4-02, PR-4-03, PR-7-01, PR-8-01, PR-8-02

August Implementation.

UNE POTS – Provisioning – Southern PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Southern* PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Southern* PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Easternshore PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Easternshore* PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Easternshore PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Raritan PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Raritan* PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Raritan PR-6-01, PR-6-03

UNE POTS – Provisioning – Suburban PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Suburban* PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Suburban* PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Hudson-Bergen PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire Digital – Hudson-Bergen PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Hudson-Bergen PR-6-01, PR-6-03

August Implementation.

Maintenance and Repair

Resale Complex Services – 2 Wire Digital – State MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – State MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL – State MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL – State MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

Resale Complex Services – 2 Wire Digital – Southern MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Southern MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL- Southern MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL- Southern MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Easternshore MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Easternshore MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

 $Resale\ Complex\ Services-2\ Wire\ xDSL-\ Easternshore$ MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL- Easternshore MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Raritan MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

Retail Complex Services – 2 Wire Digital – Raritan
MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL- Raritan MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL- Raritan MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Suburban MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Suburban MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL- Suburban MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

 $Retail\ Complex\ Services-2\ Wire\ xDSL-\ Suburban$ MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital - Hudson-Bergen MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital - Hudson-Bergen MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

Resale Complex Services – 2 Wire xDSL- Hudson-Bergen MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL- Hudson-Bergen MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *State* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *State* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Southern* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Southern* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Easternshore* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Easternshore* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Raritan* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

UNE Complex Services – 2 *Wire xDSL* – *Raritan* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Suburban* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Suburban* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Hudson-Bergen* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Hudson-Bergen* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Network Performance

NP-2-01, NP-2-03, NP-2-04, NP-2-05

August Implementation.

July 2000 Re-filed:

Pre-Ordering

PO-1-05 (EDI)

August Implementation.

Provisioning

Resale POTS – Provisioning Total – State PR-6-01, PR-6-02, PR-6-03

Retail POTS – Provisioning Total – State PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – State PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – State PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – State PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – State PR-6-01, PR-6-03

August Implementation.

Resale Special Services – State PR-6-01, PR-6-03

August Implementation.

Retail Special Services – State PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Southern PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Southern PR-6-01, PR-6-02, PR-6-03

August Implementation.

 $\label{eq:complex_services} \textit{Resale Complex Services} - 2 \textit{Wire Digital-Southern} \\ \textit{PR-6-01}, \textit{PR-6-03} \\$

August Implementation.

Retail Complex Services – 2 Wire Digital – Southern PR-6-01, PR-6-03

Resale Complex Services – 2 Wire xDSL – Southern PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Southern PR-6-01. PR-6-03

August Implementation.

Resale Special Services – Southern PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Southern PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Easternshore PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Easternshore PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Easternshore PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Easternshore PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Easternshore PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Easternshore PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Easternshore PR-6-01, PR-6-03

Retail Special Services – Easternshore PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Raritan PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Raritan PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Raritan PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Raritan PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Raritan PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Raritan PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Raritan PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Raritan PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Suburban PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Suburban

PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Suburban PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Suburban PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 *Wire xDSL* – *Suburban* PR-6-01, PR-6-

August Implementation.

Retail Complex Services – 2 Wire xDSL – Suburban PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Suburban PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Suburban PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Hudson-Bergen PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Hudson-Bergen PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Hudson-Bergen PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Hudson-Bergen PR-6-01, PR-6-03

Resale Complex Services – 2 Wire xDSL – Hudson-Bergen PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Hudson-Bergen PR-6-01, PR-6-03

August Implementation.

Resale Special Services - Hudson-Bergen PR-6-01, PR-6-03

August Implementation.

Retail Special Services - Hudson-Bergen PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – State PR-4-07, PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services— 2 *Wire Digital* – *State* PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Complex Services—2 Wire xDSL – State PR-3-10, PR-6-01, PR-6-0-03

August Implementation.

UNE Special Services – Provisioning – State PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Southern PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Southern* PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Southern* PR-3-10, PR-6-01, PR-6-03

UNE POTS – Provisioning – Easternshore PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Easternshore* PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Easternshore* PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Raritan PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Raritan* PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Raritan* PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Suburban PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Suburban* PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Suburban* PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Hudson-Bergen PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Hudson-Bergen* PR-3-10, PR-6-01, PR-6-03

UNE Complex Services – 2 *Wire xDSL* – *Hudson-Bergen* PR-3-10, PR-6-01, PR-6-03

August Implementation.

Maintenance and Repair

Resale Complex Services – 2 Wire Digital – State MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Re tail Complex Services – 2 Wire Digital – State MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Southern MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August IWeekly Metrics Call between KPMG/Verizon mplementation.

Retail Complex Services – 2 Wire Digital – Southern MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL – Southern MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL – Southern MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Easternshore MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Easternshore

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL – Easternshore MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL – Easternshore MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Raritan MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Raritan
MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL – Raritan MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL – Raritan MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Suburban MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Suburban MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services - 2 Wire xDSL - Suburban

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL – Suburban MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Hudson-Bergen MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Hudson-Bergen MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL – Hudson-Bergen MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL – Hudson-Bergen MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *State* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *State* MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

*UNE Complex Services – 2 Wire Digital – Southern*MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – Southern

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Easternshore* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Easternshore* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Raritan* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Raritan* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire Digital* – *Suburban* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 *Wire xDSL* – *Suburban* MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – Hudson-Bergen MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – Hudson-Bergen MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Network Performance

NP-2-01, NP-2-03, NP-2-04, NP-2-05, NP-2-06, NP-2-07

August Implementation.

August 2000 Re-filed:

Ordering

Resale POTS/Special Services – Aggregate OR-6-03

August Implementation.

This metric will remain under development until the May 2001 data month.

UNE POTS/Special Services – Aggregate OR-6-03

August Implementation.

This metric will remain under development until the May 2001 data month.

September 2000 Re-filed:

Ordering

Resale POTS/Special Services – Aggregate OR-6-03

August Implementation.

This metric will remain under development until the May 2001 data month.

UNE POTS/Special Services – Aggregate OR-6-03

August Implementation.

This metric will remain under development until the May 2001 data month.

October 2000 Re-filed:

Ordering

Resale POTS/Special Services – Aggregate OR-6-03

August Implementation.

This metric will remain under development until the May 2001 data month.

UNE POTS/Special Services – Aggregate

OR-6-03

August Implementation.

This metric will remain under development until the May 2001 data month.

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KPMG Consulting Update:

KPMG Consulting's 01/31/01 Update to Response

KPMG Consulting completed further analysis on the November 2000 CLEC Aggregate Carrier-to-Carrier Report.

KPMG Consulting was able to match 98.11% Pre-Ordering values, 99.15% Ordering values, 99.10% Provisioning values, 98.90% Maintenance and Repair values, 95.24% Network Performance values, 100% Billing values, 100% Operator Services and Databases values, and 100% General values on the November 2000 CLEC Aggregate Carrier-to-Carrier Report.

Based on these results, KPMG Consulting has determined that Verizon has improved the accuracy of its published Carrier-to-Carrier Reports.

However, as indicated by Verizon in their 12/11/00 response to the Exception, KPMG Consulting is still waiting for the refiling of the June, July, August, and September 2000 Carrier-to-Carrier Reports that were scheduled for delivery on January 5, 2001.

KPMG Consulting Response:

KPMG Consulting's 01/04/01 Reply to Verizon's 12/11/00 Response

After completing further analysis on the June CLEC Aggregate Carrier-to-Carrier Report, KPMG Consulting has made several revisions to Table 1. Highlighted in blue indicate where changes / additions have been made. Where a number has been changed, the original number has been included in parentheses. Highlighted in orange are metrics that, after further analysis, KPMG Consulting believes do not have reporting discrepancies and are considered closed. A column has been added to the end to summarize the findings of KPMG Consulting after both reading the Verizon response and conducting further analysis of the data.

VERIZON Response:

12/11/00 Response to Exception

Verizon has investigated the problems with the June Carrier to Carrier report identified by KPMG. Inexperience in producing this report was the primary cause of the issues cited by KPMG in Exception 7. To correct this Verizon has appointed a full time Director to oversee the production of the reports for NJ. The Director has experience in successfully managing the Carrier to Carrier reports for the New England states. Carrier to Carrier Reports for the November data month will reflect the corrected process.

In addition to this corrective action, Verizon will be refiling the Carrier to Carrier reports for the months of June, July, August, September and October, with the corrections and updates. The corrected reports are scheduled for delivery by January 5, 2001.

Verizon's 2/12/01 reply to KPMG Consulting's 01/31/01 response

Verizon has investigated the addition issues identified by KPMG. The

following table responses to each of these new issues.

Verizon will refile the June, July, August and September reports as previously stated. The refiling of the Aggregate C2C reports and the KPMG CLEC specific reports will be complete by COB 2/28/01.

KPMG Table 2: Metrics on the February 2001 CLEC Aggregate Carrier to Carrier ("C2C") report, which KPMG Consulting was unable to replicate

Metric	Metric	Product	Product	Value	Diffe	erence	Finding	Verizon
Number	<u>Description</u>		Type		Verizon	KPMG		Response
PR-4-02	Average Delay Days -	UNE	Specials	Average	2.57	9	Verizon calculated this	Verizon is incorrectly
	Specials			Observations	7	2	metric incorrectly.	reporting the Denominator for PR-4-02 as Count of Orders Completed for product group. The PR-4-02 Denominator should be the Count of Orders missed for Verizon reasons, by product group. CCNJ2001-01063 has been implemented to correct this error for the May 2001 data month.
PR-4-02	Average	UNE	IOF	Average	2.21	6.2		Verizon is
MP 1 01	Delay Days – IOF	CLEC	Wab GUI	Observations	6.06	5	populated this metric incorrectly.	incorrectly reporting the Denominator for PR-4-02 as Count of Orders Completed for product group. The PR-4-02 Denominator should be the Count of Orders missed for Verizon reasons, by product group. CCNJ2001-01063 has been implemented to correct this error for the May 2001 data month.
MR-1-01	Average Response Time - Create Trouble - Web GUI		Web GUI	Average	6.06	6.00	Verizon populated values incorrectly on C2C Report.	The raw data file inadvertently combined two files. The affect was to over state the number of observations. This was corrected for the March data month.

Metric	<u>Metric</u>	Product	Product	Value	Diffe	erence	Finding	Verizon
Number	<u>Description</u>		Type		Verizon	KPMG	_	Response
				Observations	1674	730		
MR-1-02	Average Response	CLEC	Web GUI	Average	3.32	3.33	Verizon populated	The raw data file
	Time - Status Trouble - Web GUI			Observations	383	179	values incorrectly on C2C Report.	inadvertently combined two files. The affect was to over state the number of observations. This was corrected for the March data month.
MR-1-03	Average Response Time -	CLEC	Web GUI	Average	6.00	6.00	Verizon populated values	The raw data file inadvertently
	Modify Trouble - Web GUI			Observations	6	3	incorrectly on C2C Report.	combined two files. The affect was to over state the number of observations. This was corrected for the March data month.
MR-1-04	Average Response Time -	CLEC	Web GUI	Average	7.53	6.99	Verizon populated values	The raw data file inadvertently
	Request Cancellation of Trouble - Web GUI			Observations	24	11	incorrectly on C2C Report.	combined two files. The affect was to over state the number of observations. This was corrected for the March data month.
MR-1-05	Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI	CLEC	Web GUI	Average	1.97	1.98	Verizon populated values incorrectly on C2C Report.	The raw data file inadvertently combined two files. The affect was to over state the number of observations. This was corrected for the March data month.

Metric	Metric	Product	Product	Value	Diffe	rence	Finding	Verizon
Number	<u>Description</u>		Type		Verizon	KPMG		Response
				Observations	1312	694		
MR-1-06	Average Response Time - Test	CLEC	Web GUI	Average	39.51	39.01	Verizon populated values	The raw data file inadvertently
	Trouble (POTS Only) - Web GUI			Observations	3828	2036	incorrectly on C2C Report.	combined two files. The affect was to over state the number of observations. This was corrected for the March data month.
NP-2-01	% On Time Response to Request for Collocation (Physical, SCOPE, CCOE, Virtual) - Augment	CLEC	Augment	Observations	19	20	Verizon populated values incorrectly on C2C Report.	Verizon has identified an error in the creation of the file for the data load tool. This has been corrected for the March data month.
NP-2-02	Average Interval - Physical Collocation - Augment	CLEC	Augment	Average Observations	100	91.55	Verizon populated values incorrectly on C2C Report.	Verizon has identified an error in the creation of the file for the data load tool. This has been corrected for
NP-2-03	Average	CLEC	Augment	Average	92.85	93.80	Verizon	the March data month. Verizon has
	Interval - SCOPE - Augment			Observations	No Value	15	populated values incorrectly on C2C Report.	identified an error in the creation of the file for the data
								load tool. This has been corrected for the March data month.
NP-2-05	Average Interval - CCOE - VZ Equipment is Unsecured - Augment	CLEC	Augment	Average	100	NA	Verizon populated values incorrectly on C2C Report.	Verizon has identified an error in the creation of the file for the data load tool. This has been corrected for the March data month.

Metric	<u>Metric</u>	Product	Product	Value	Diffe	erence	Finding	Verizon
Number	<u>Description</u>		Type		Verizon	KPMG	-	Response
				Observations	26	No Value		
NP-2-07	% On Time	CLEC	Augment	Percentage	NA	100.00	Verizon	Verizon has
	(Physical, SCOPE, CCOE, Virtual) - Augment			Observations	No Value	26	populated values incorrectly on C2C Report.	identified an error in the creation of the file for the data load tool. This has been corrected for the March data month.
NP-2-08	Average	CLEC	Augment	Percentage	1.00	24.00	Verizon	Verizon has
	Delay Days (Physical, SCOPE, CCOE, Virtual) - New			Observations	24	1	populated values incorrectly on C2C Report.	identified an error in the creation of the file for the data load tool. This has been corrected for the March data month.
NP-5-01	% Network Outage Notices Sent within 30 Minutes	Retail		Percentage	92.00	52.00	Verizon populated values incorrectly on C2C Report.	Verizon has identified and error in the formula to calculate the performance.
NP-5-01	% Network Outage Notices Sent within 30 Minutes	CLEC		Percentage	92.00	52.00	Verizon populated values incorrectly on C2C Report.	Verizon has identified and error in the formula to calculate the performance.

Verizon Table A

Metric Number	Metric Description	Produ ct	Product Type	Value	Differ	ence	Finding	Verizon Response
rumber	Description	C.	Турс		Verizon	KPMG		Response
PO-5-01	Average Notice of Interface Outage	CLEC		Average	16.75	17.23	Verizon populated values incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
				Observations	12	13	-	
OR-1-03	Average LSRC Time < 6 Lines – Electronic (No Flow- Through)	Resale	POTS & Pre- qualified Complex	Average	UD	19.78	Verizon populated values incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
OR-4-04	Work Completion Notice - Avg Response Time	Resale	POTS / Special Services - Aggregate	Average Observations	NA No Value	0.00 2223	Verizon populated values incorrectly on C2C Report.	Verizon rerun of the June data populates performance of 0. The correct observations for this metrics are 22223. This may be a typo on KPMG's part. Below OR-4-05 reflects 22223 observations and should be the same number for this metric
OR-4-04	Work	UNE	POTS /	Average	NA	0.00	Verizon	Verizon June
	Completion		Special	Observations	No Value	2469	populated	data rerun agrees
	Notice - Avg Response Time		Services - Aggregate	Observations	No Value	22223	values incorrectly on C2C Report.	with KPMG's finding.
OR-4-06	Avg Duration – Work Completion (SOP) to Bill Comp	Resale	POTS / Special Services Aggregate	Average	NA	UD	Verizon populated value incorrectly on C2C Report. Should have been reported as UD.	Verizon June data rerun agrees with KPMG's finding.
OR-7-01	% Order Confirmation/R ejects Sent Within 3 Business Days – POTS	Resale	POTS & Pre- qualified Complex	Percentage	(0.00) 92.7	92.7	Verizon populated	KPMG Data was for EDI and WEB GUI. Verizon June data rerun will reflect EDI only.
							been reported as UD.	The performance is 99.02 The
NJ	Exc 7 Resp 06-18	3-01.doc						gobleofallons are

PageB@ofa7lons are 10,400.

Metric Number	<u>Metric</u> Description	Produ ct	Product Type	Value	Diffe	rence	Finding	Verizon Response
Nullibei	Description	Ci	Type		Verizon	KPMG	1	Kesponse
				Observations	11187	26637		
				Observations	152	372		
MR-1-01	Average Response Time - Create Trouble - Web GUI	Retail	Web GUI	Average	8.09	6.62		This is a repeat of the previous metric exception.
MR-1-01	Average Response Time - Create Trouble - Web GUI	CLEC	Web GUI	Average	6.83	6.93	Verizon populated value incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
MR-1-02	Average Response Time - Create Trouble - Electronic Bonding	Retail	Electronic Bonding	Average	5.38	.94	Verizon populated value incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
MR-1-03	Average Response Time – Modify Trouble - Web GUI	Retail	Web GUI	Average	8.10	(6.71) 6.62	Verizon populated value incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
MR-1-03	Average Response Time – Modify Trouble – Electronic Bonding	Retail	Electronic Bonding	Average	8.10	6.62	Verizon populated value incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
MR-1-03	Average Response Time – Modify Trouble - Web GUI	CLEC	Web GUI	Average	6.00	(7.00) 8.18	Verizon populated values incorrectly on C2C Report.	Verizon rerun of the June's data populated this metric with 7.00 performance. The new value of 8.18 populated by KPMG is the Retail result for 1-04.
MR-1-04	Average Response Time - Request Cancellation of Trouble - Web	Retail	Web GUI	Average Observations	9.35 8.32	(7.00) 8.18 14	(Unknown) Verizon populated value incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
MR-1-04	GUI Average Response Time - Request Cancellation of Trouble - Electronic Bonding Exc 7 Resp 06-13	Retail	Electronic Bonding	Average	9.35	8.18	Verizon populated values incorrectly on C2C Report.	Verizon rerun of the June's data populated this metric with 8.18 performance and 1 observation. KPMG is using the observations \$73mWEB GUI.

Metric Number	<u>Metric</u> Description	Produ ct	Product Type	Value	Diffe	rence	Finding	Verizon Response
- 102			-31		Verizon	KPMG		
				Observations	8.32	14		
MR-1-05	Average Response Time – Trouble	Retail	Web GUI	Average	.71	(.56) .55	(Unknown) Verizon populated	Verizon June data rerun agrees with KPMG's
	Report History (by TN/Circuit) – Web GUI			Observations	8	348	values incorrectly on C2C Report.	finding.
MR-1-05	Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding	Retail	Electronic Bonding	Average	.71	.55	Verizon populated values incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
MR-1-06	Average Response Time	Retail	Web GUI	Average	44.96	(0.00) 47.36	(Unknown) Verizon	Verizon June data rerun results
	– Test Trouble (POTS Only) – Web GUI	D . 1		Observations	785	1139	populated values incorrectly on C2C Report.	in performance of 47.35 and 1139 observations. The difference in KPMG result and VZ rerun result is rounding Change Control has been issued to standardize rounding across all domains.
MR-1-06	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding	Retail	Electronic Bonding	Average	44.96	47.36	Verizon populated values incorrectly on C2C Report.	Verizon June data rerun results in performance of 47.35 and 1139 observations. The difference in KPMG result and VZ rerun result is rounding Change Control has been issued to standardize rounding across all domains.

Metric Number	Metric Description	Produ ct	Product	Value	Differ	rence	Finding	Verizon
Number	<u>Description</u>	Ci	Type		Verizon	KPMG		Response
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK - Southern	UNE	2 Wire xDSL	Percentage	57.52	56.52	Verizon populated values incorrectly on C2C Report.	This metric should have been reported UD per Board order. Values reported by Verizon were due to incorrect mapping.
MR-4-01	Mean Time To	Retail	Trunks	Average	4.17	4.41	Verizon	Verizon June
	Repair – Total			Observations	24	22	calculated metric values incorrectly.	data rerun agrees with KPMG's finding.
MR-4-04	% Cleared (all troubles) within 24 Hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.	Verizon June data rerun agrees with KPMG's finding.
MR-4-05	% Out of	Retail	Trunks	Percentage	70.83	72.73	Verizon	Verizon June
	Service > 2			Observations	24	22	calculated	data rerun agrees
	Hours			Sampling Error	27.83	27.41	metric values incorrectly.	with KPMG's finding.
				Observations	(NA) No Value	400		
MR-4-06	% Out of	Retail	Trunks	Percentage	37.50	40.91	Verizon	Verizon June
	Service > 4 hours			Observations Sampling Error	24 29.65	30.26	calculated metric values incorrectly.	data rerun agrees with KPMG's finding.
MR-4-07	% Out of Service > 12 hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.	Verizon June data rerun agrees with KPMG's finding.
MR-4-08	% Out of Service > 24 Hours	Retail	2 Wire Digital	Percentage Sampling Error	No Value No Value	41.67 49.81	Verizon populated this value incorrectly on the UNE Southern (Aggregate) Tab of the C2C Report.	VZ rerun of the June data populated performance "UD". Metric should have been reported as such. Data received by KPMG was not validated for production.
MR-4-08	% Out of Service > 24 Hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.	Verizon June data rerun agrees with KPMG's finding.
MR-5-01	Verizon	Retail	Trunks	Percentage	8.33	9.02	Verizon	Verizon agrees
	calculated metric values incorrectly.			Observations	24	22	calculated metric values incorrectly.	with the KPMG's finding for this metric.

Metric Number	Metric Description	Produ ct	Product Type	Value	Differ	ence	Finding	Verizon Response
Tidilibei	<u> </u>				Verizon	KPMG	-	response
				Sampling Error	16.93	17.69		
PR-1-01	Average Interval Offered – Total No Dispatch – Other (Switch & INP)	Retail	POTS	Standard Deviation	2.14	14.57	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	4	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	5	Verizon populated this value incorrectly on the UNE Raritan (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	26	Verizon populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	59	Verizon populated this value incorrectly on the UNE Hudson-Bergen (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.

Metric Number	Metric Description	Produ ct	Product Type	Value	Differ	ence	Finding	Verizon Response
	<u> </u>				Verizon	KPMG		
PR-2-02	Average	Retail	2 Wire	Average	6.45	7.23	Verizon	Verizon now
	Interval Completed –		xDSL	Observations	.14	.34	populated this value	populates .35 sampling error
	Total Dispatch			Sampling Error	.14	.34	incorrectly on	on the re-run of
				Z-Score	-50.14	-18.82	the UNE	the June report. Verizon now
							Provisioning Tab of the C2C	populates
							Report.	-18.03 Z-score
							1	re-run of the June report.
PR-2-11	Average	Retail	POTS and	Observations	No Value	2	Verizon	Verizon June
	Interval		Complex				populated this	data rerun agrees
	Completed – Disconnects –		Aggregate				value incorrectly on	with KPMG's finding.
	Dispatch						the UNE	manig.
							Easternshore	
							(Aggregate) Tab of the C2C	
							Report.	
DD 0 11			ъста 1	01	** ** 1		** .	**
PR-2-11	Average Interval	Retail	POTS and Complex	Observations	No Value	3	Verizon populated this	Verizon June data rerun agrees
	Completed –		Aggregate				value	with KPMG's
	Disconnects –						incorrectly on	finding.
	Dispatch						the UNE Raritan	
							(Aggregate) Tab	
							of the C2C	
							Report.	
PR-2-11	Average	Retail	POTS and	Observations	No Value	21	Verizon	Verizon June
	Interval Completed –		Complex Aggregate				populated this value	data rerun agrees with KPMG's
	Disconnects –		Aggregate				incorrectly on	finding.
	Dispatch						the UNE	2
							Suburban (Aggregate) Tab	
							of the C2C	
							Report.	
PR-2-11	Average	Retail	POTS and	Observations	No Value	46	Verizon	Verizon June
110 2 11	Interval	rectuir	Complex	Observations	110 value	10	populated this	data rerun agrees
	Completed –		Aggregate				value	with KPMG's
	Disconnects – Dispatch						incorrectly on the UNE	finding.
	Bispaten						Hudson-Bergen	
							(Aggregate) Tab	
							of the C2C Report.	
DD :							-	** .
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	10	Verizon populated this	Verizon agrees this metric was
	Duys Total		ADOL				value	populated
							incorrectly on	incorrectly on the
							the UNE Easternshore	C2C report.
							(Aggregate) Tab	Verizon
NJ	Exc 7 Resp 06-18	3-01.doc					of the C2C	disagrees with KPMG's
							Report.	KPMG's Sampling error

Metric Number	<u>Metric</u> Description	Produ ct	Product Type	Value	Differ	ence	Finding	Verizon Response
rumoer	2 cscription		1 J PC		Verizon	KPMG	_	response
				Sampling Error	No Value	5.96		
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations Sampling Error Z-Score	No Value No Value	1 14.46 -0.25	Verizon populated this value incorrectly on the UNE Raritan (Aggregate) Tab of the C2C Report.	Verizon agrees with KPMG's Observations. VZ disagrees with KPMG's Sampling Error and Z-Score.
PR-4-02	Average Delay	Retail	2 Wire xDSL	Observations Sampling Error Z-Score Observations	No Value No Value No Value	13 5.04 -0.23	Verizon populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.	VZ corrected formula on spreadsheet to populate sampling error and z-score.
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Sampling Error Z-Score Observations	No Value No Value No Value No Value	5.03 -0.67 260	populated this value incorrectly on the UNE Hudson-Bergen (Aggregate) Tab of the C2C Report.	VZ corrected formula on the June spreadsheet to populate sampling and z-score.
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Retail	Trunks	Observations Sampling Error Z-Score	3 1.00 .03	9337	Verizon populated values incorrectly on C2C Report.	VZ rerun of the June data agrees with KPMG performance of 0.03 and observations of 9337. Verizon differs with KPMG's z-score. Verizon's z-score is 1.11.
PR-6-01	% Installation Troubles reported within 30 Days - State	UNE	2 Wire xDSL	Percentage Z-Score	17.16 -46.20	17.28 -46.55	Verizon populated values incorrectly on C2C Report.	Per Board order this metric should have been reported UD until August

Metric Number	Metric Description	Produ ct	Product Type	Value	Differ	ence	Finding	Verizon Response	
rumber	Description	Ci	Турс		Verizon	KPMG		Response	
PR-6-01	% Installation	Retail	Trunks	Percentage	1.00	.03	Verizon	Verizon June	
	Troubles			Sampling	.16	.03	populated	data rerun agrees	
	reported within			Error			values	with KPMG's	
	30 Days			Z-Score	-4.30	0.16	incorrectly on C2C Report.	finding.	
PR-6-01	% Installation	Resale	Trunks	Percentage	1.67	.03	Verizon	Verizon June	
	Troubles						populated value	data rerun agrees	
	reported within						incorrectly on	with KPMG's	
	30 Days						C2C Report.	finding.	
NP-2-02	Average	CLEC		Average	UD	141.48	Verizon	Verizon June	
	Interval – Physical			Observations	No Value	21	populated values	data rerun agrees with KPMG's	
	Collocation –						incorrectly on	finding.	
	New						C2C Report.	mumg.	
NP-2-03	Average	CLEC		Average	UD	143.39	Verizon	Verizon	
	Interval –			Observations	No Value	24	populated	disagrees. Per	
	SCOPE – New			Obsci vations	140 Value	24	values	Board Order this	
							incorrectly on	metric UD until	
							C2C Report.	August	
NP-2-03	Average	CLEC		Average	142.89	24.91	Verizon	Verizon	
	Interval – SCOPE			Observations	21	6	populated values	disagrees. Per Board Order this	
	SCOLE						incorrectly on	metric UD until	
							C2C Report.	August	
NP-2-04	Average	CLEC		Average	NA	144.33	Verizon	Per Board	
	Interval – CCOE – BA			Observations	No Value	36	populated values	Order this metric UD until	
	Equipment is						incorrectly on	August	
	Secure – New						C2C Report.		
NP-2-07	% On Time –	CLEC		Average	100.00	112.09	Verizon	Verizon rerun	
	Total			Observations	102	91	populated	agrees with	
							values incorrectly on	KPMG for Observations.	
							C2C Report.	Performance	
							oze neporu	should not be	
								greater than	
NID 5 01	0/ NT.: 1	OL EC	T	D	50.60	52.01	X7	100%.	
NP-5-01	% Network Outage Notices	CLEC	Trunks	Percentage	50.60	53.01	Verizon populated value incorrectly on C2C Report.	Verizon agrees that this metric	
	Sent within 30							was incorrectly	
	Minutes							populated on the	
								C2C.	

Table 1: Metrics on the June CLEC Aggregate Carrier to Carrier ("C2C") report, which KPMG Consulting was unable to replicate.

Metric	<u>Metric</u>	Produ	Produc	Value	Diffe	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG		Response	Response (12/27/00)
PO-2-01	OSS Interface Availability – Total – Electronic Bonding –	Resale	Electronic Bonding	Percentage Observations	100.00	NA No Value	Verizon populated values incorrectly on C2C	Verizon concurs with KPMG. This metric was reported	Agree.
PO-2-02	Maintenance OSS Interface Availability – Prime Time – Electronic	Resale	Electronic Bonding	Percentage Observations	(0.00) 100.00 0	No Value No Value	Report. Verizon populated values incorrectly	incorrectly. Verizon concurs with KPMG. This metric was	KPMG entered Verizon's reported number
	Bonding – Maintenance						on C2C Report.	reported incorrectly.	incorrectly in this table.
PO-2-03	OSS Interface Availability –	Resale	Electronic Bonding	Percentage	0.00	NA	Verizon populated	Verizon concurs with	Agree.
	Non-Prime Time – Electronic Bonding – Maintenance		Donaing	Observations	1	No Value	values incorrectly on C2C Report.	KPMG. This metric was reported incorrectly.	
PO-3-04	% Answered within 20 Seconds – Repair Bridgewater/Ea st Brunswick	Resale		Percentage	87.10	No Value	Verizon populated values incorrectly on C2C Report.	The incorrect standard was used for June. The correct standard was used from July forward.	Closed. After further analysis of the data, KPMG does match the Verizon value.
PO-5-01	Average Notice	CLEC		Average	16.75	17.23	Verizon		
	of Interface Outage			Observations	12	13	populated values incorrectly on C2C Report.		
OR-1-03	Average LSRC Time < 6 Lines – Electronic (No Flow- Through)	Resale	POTS & Pre- qualified Complex	Average	UD	19.78	Verizon populated values incorrectly on C2C Report.		
OR-1-07	Average LSRC Time < 6 Lines – Fax	UNE	Complex Services Aggregate	Average	NA	1.82	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG		Response	Response (12/27/00)
OR-1-08	% On Time LSRC < 6 Lines - Fax	UNE	Complex Services Aggregate	Percentage	NA	100.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
OR-2-04 OR-4-04	% On Time LSR Reject < 6 Lines – Electronic (No Flow-Through)	UNE	POTS Platform	Percentage	100.00 NA	0.00	Verizon populated values incorrectly on C2C Report. Verizon	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
	Completion Notice - Avg Response Time		Special Services - Aggregate	Average Observations	No Value	2223	populated values incorrectly on C2C Report.		
OR-4-04	Work Completion Notice - Avg Response Time	UNE	POTS / Special Services - Aggregate	Average Observations	NA No Value	0.00 2469	Verizon populated values incorrectly on C2C Report.		
OR-4-05	Work Completion Notice - % On Time	Resale	POTS / Special Services Aggregate	Percentage Observations	NA No Value	22223	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
OR-4-05	Work Completion Notice - % On Time	UNE	POTS / Special Services Aggregate	Percentage Observations	NA No Value	100.00 2469	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
OR-4-06	Avg Duration – Work Completion (SOP) to Bill Comp	Resale	POTS / Special Services Aggregate	Average	NA	UD	Verizon populated value incorrectly on C2C Report. Should have been reported as UD.		
OR-4-07	% SOP to Bill Completion >= 5 Business Days	Resale	POTS / Special Services Aggregate	Percentage	NA	96.58	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG		Response	Response (12/27/00)
				Observations	No Value	20688			(==,=:,,;;)
OR-4-07	% SOP to Bill Completion >= 5 Business	UNE	POTS / Special	Percentage	NA	94.46	Verizon populated	VZ concurs with KPMG.	Agree.
	Days OR-4-08 % SOP to Bill Completion > 1		Services Aggregate	Observations	No Value	1788	values incorrectly on C2C Report.	The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	
OR-4-08		Resale	POTS / Special	Percentage	NA	76.90	Verizon populated	VZ concurs with KPMG.	Agree.
	Business Day		Services Aggregate	Observations		20688	values incorrectly on C2C Report.	The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	
OR-4-08	% SOP to Bill Completion > 1	UNE	POTS / Special	Percentage	NA	83.45	Verizon populated	VZ concurs with KPMG.	Agree.
	Business Day		Services Aggregate	Observations	No Value	2468	values incorrectly on C2C Report.	The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	
OR-4-09	% SOP to Bill Completion	Resale	POTS / Special	Percentage	NA	0.00	Verizon populated	VZ concurs with KPMG.	Agree.
	w/in 3 Business Days		Services Aggregate	Observations		22178	values incorrectly on C2C Report.	The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	
OR-4-09	% SOP to Bill Completion w/in 3 Business Days	UNE	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000. Page 40 of	Agree.

Metric	<u>Metric</u>	Produ	Produc	Value	Difference		Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG		Response	Response (12/27/00)
				Observations	No Value	2468			(12/27/00)
OR-4-10	% SOP to Provisioning	Resale	POTS / Special	Percentage	NA	0.00	Verizon populated	VZ concurs with KPMG.	Agree.
	Completion w/in 2 Business Days		Services Aggregate	Observations	No Value	22178	values incorrectly on C2C Report.	The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	
OR-4-10	% SOP to Provisioning	UNE	POTS / Special	Percentage	NA	0.00	Verizon populated	VZ concurs with KPMG.	Agree.
	Completion w/in 2 Business Days		Services Aggregate	Observations	No Value	2468	values incorrectly on C2C Report.	The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July	
OR-4-11	% SOP Comp	Resale	POTS /	Percentage	NA	0.00	Verizon	2000. Verizon	Agree.
	Ord w/out a BCN and PCN w/in 3 Business Days		Special Services Aggregate	Observations	No Value	22178	populated values incorrectly on C2C Report.	concurs with KPMG. This metric was reported incorrectly.	
OR-4-11	% SOP Comp Ord w/out a	UNE	POTS / Special	Percentage	NA	0.00	Verizon populated	Verizon concurs with	Agree.
	BCN and PCN w/in 3 Business Days		Services Aggregate	Observations	No Value	5520	values incorrectly on C2C Report.	KPMG. This metric was reported incorrectly.	
OR-7-01	% Order Confirmation/R	Resale	POTS & Pre-	Percentage	(0.00) 92.7	92.7	Verizon populated	Verizon concurs with	KPMG entered Verizon's
	ejects Sent Within 3 Business Days – POTS		qualified Complex	Observations	11187	26637	values incorrectly on C2C Report. Should have been reported as UD.	incorrectly.	reported number incorrectly in this table. The Percentage issue is closed but the discrepancy with the Observations remains open.
OR-7-01	% Order Confirmation/R ejects Sent	UNE	POTS & Prequalified	Percentage	79.75	0.00	Verizon populated values	Verizon concurs with KPMG. This	Agree.
	Within 3 Business Days - POTS		Complex				incorrectly on C2C Report. Should have	metric was reported incorrectly.	

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UD.

Metric	<u>Metric</u>	Produ	Produc	Value	Diffe	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	-	Response	Response (12/27/00)
				Observations	237	4			(==,=,,,
MR-1-01	Average	Retail	Web GUI	Average	8.09	6.62	Verizon	Verizon	Agree.
	Response Time – Create Trouble - Web GUI			Observations	152	372	populated value incorrectly on C2C Report.	concurs with KPMG. This metric was reported incorrectly.	
MR-1-01	Average Response Time – Create Trouble - Web GUI	Retail	Web GUI	Average	8.09	6.62	Verizon populated value incorrectly on C2C Report.		
MR-1-01	Average Response Time - Create Trouble - Web GUI	CLEC	Web GUI	Average	6.83	6.93	Verizon populated value incorrectly on C2C Report.		
MR-1-02	Average Response Time - Create Trouble - Electronic Bonding	Retail	Electronic Bonding	Average	5.38	.94	Verizon populated value incorrectly on C2C Report.		
MR-1-03	Average Response Time – Modify Trouble - Web GUI	Retail	Web GUI	Average	8.10	(6.71) 6.62	Verizon populated value incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG has calculated a new value.
MR-1-03	Average Response Time – Modify Trouble – Electronic Bonding	Retail	Electronic Bonding	Average	8.10	6.62	Verizon populated value incorrectly on C2C Report.	meorecuy.	
MR-1-03		CLEC	Web GUI	Average	6.00	(7.00) 8.18	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG has calculated a new value.
MR-1-04	Average Response Time	Retail	Web GUI	Average	9.35	(7.00) 8.18	(Unknown) Verizon	Verizon concurs with	After further analysis of the
	– Request Cancellation of Trouble - Web GUI			Observations	8.32	14	populated value incorrectly on C2C Report.	KPMG. This metric was reported incorrectly.	data, KPMG has calculated a new value.
MR-1-04	Average Response Time	Retail	Electronic Bonding	Average	9.35	8.18	Verizon populated		

Response Time

- Request

Cancellation of

Trouble -

populated values incorrectly on C2C Report.

Metric	<u>Metric</u>	Produ	Produc	Value	Diffe	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	1	Response	Response (12/27/00)
				Observations	8.32	14			(12/2//00)
MR-1-04	Response Time - Request Cancellation of Trouble - Web GUI	CLEC	Web GUI	Average	5.67	5.53	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-1-05	Average Response Time – Trouble	Retail	Web GUI	Average	.71	(.56)	(Unknown) Verizon populated	Verizon concurs with KPMG. This	After further analysis of the data, KPMG
	Report History (by TN/Circuit) - Web GUI			Observations	8	348	values incorrectly on C2C Report.	metric was reported incorrectly.	has calculated a new value.
MR-1-05	Average Response Time – Trouble Report History (by TN/Circuit) – Electronic Bonding	Retail	Electronic Bonding	Average	.71	.55	Verizon populated values incorrectly on C2C Report.		
MR-1-05	Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI	CLEC	Web GUI	Average	2.34	2.32	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-1-06	Average Response Time	Retail	Web GUI	Average	44.96	(0.00) 47.36	(Unknown) Verizon	Verizon concurs with	After further analysis of the
	– Test Trouble (POTS Only) – Web GUI			Observations	785	1139	populated values incorrectly on C2C Report.	KPMG. This metric was reported incorrectly.	data, KPMG has calculated a new value.
MR-1-06	Response Time - Test Trouble (POTS Only) – Electronic Bonding	Retail	Electronic Bonding	Average	44.96	47.36	Verizon populated values incorrectly on C2C Report.		
MR-1-06	Average Response Time – Test Trouble (POTS Only) – Web GUI	CLEC	Web GUI	Average	36.82	35.10	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	1	Response	Response (12/27/00)
MR-2-02	Network Trouble Report Rate – Loop – Southern	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-02	Network Trouble Report Rate – Loop – Raritan	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-02	Trouble Report Rate – Loop – Hudson-Brgn	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Total – Suburban	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	1	Response	Response (12/27/00)
MR-2-03	Network Trouble Report Rate – Central Office – Total – Hudson-Brgn	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Total – Raritan	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Loop – State	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Loop – Suburban	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	-	Response	Response (12/27/00)
MR-2-03	Network Trouble Report Rate – Central Office – Loop – Hudson-Brgn	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Loop – Raritan	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-04	% Subsequent Reports – State	UNE	2 Wire Digital	Observations	849	100	Verizon populated values incorrectly on C2C Report.	VZ reported 849 Retail observations and 100 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-04	% Subsequent Reports – Southern	UNE	2 Wire xDSL	Observations	26	6	Verizon populated values incorrectly on C2C Report.	VZ reported 26 Retail observations and 6 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.

Metric	Metric	Produ	Produc	Value	Diffe	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG		Response	Response (12/27/00)
MR-2-04	% Subsequent Reports – Easternshore	UNE	2 Wire xDSL	Observations	21	10	Verizon populated values incorrectly on C2C Report.	VZ reported 21 Retail observations and 10 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-04	% Subsequent Reports – Suburban	UNE	2 Wire xDSL	Observations	73	50	Verizon populated values incorrectly on C2C Report.	VZ reported 73 Retail observations and 50 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-04	% Subsequent Reports – Hudson-Brgn	UNE	2 Wire xDSL	Observations	222	239	Verizon populated values incorrectly on C2C Report.	VZ reported 222 Retail observations and 239 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-04	% Subsequent Reports – Raritan	UNE	2 Wire xDSL	Observations	69	41	Verizon populated values incorrectly on C2C Report.	VZ reported 69 Retail observations and 41 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	_	Response	Response (12/27/00)
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - State	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - Southern	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - Suburban	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - Hudson-Brgn	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	-	Response	Response (12/27/00)
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - Raritan	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop – State	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop – Southern	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop – Suburban	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric	<u>Metric</u>	Produ	Produc	Value	Diffe	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG		Response	Response (12/27/00)
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop – Hudson-Brgn	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop – Raritan	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	geographic level in June. VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK - Raritan	UNE	2 Wire xDSL	Percentage	57.92	56.92	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK - Southern	UNE	2 Wire xDSL	Percentage	57.52	56.52	Verizon populated values incorrectly on C2C Report.	,	
MR-4-01	Mean Time To Repair – Total	Retail	Trunks	Average Observations	4.17	4.41	Verizon calculated metric values incorrectly.		
MR-4-04	% Cleared (all troubles) within 24 Hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.		
MR-4-05	% Out of Service > 2 Hours	Retail	Trunks	Percentage Observations Sampling Error	70.83 24 27.83	72.73 22 27.41	Verizon calculated metric values incorrectly.		
MR-4-06	% Out of Service > 4 hours – Southern	(Resale) Retail	POTS / Complex Services Combined	Percentage	92.53	90.66	Verizon populated values incorrectly on C2C	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	_	Response	Response (12/27/00)
				Observations	71212	13874			(12/27/00)
MR-4-06	% Out of Service > 4 hours – Southern	(Retail) Resale	POTS / Complex Services Combined	Percentage Observations	NA (NA) No Value	93.40 686	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
MR-4-06	% Out of Service > 4 hours – Easternshore	(Resale) Retail	POTS / Complex Services Combined	Percentage Observations	92.53 71212	93.33 13504	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-4-06	% Out of Service > 4 hours – Easternshore	(Retail) Resale	POTS / Complex Services Combined	Percentage Observations	NA (NA) No Value	97.50 320	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
MR-4-06	% Out of Service > 4 hours - Raritan	(Resale) Retail	POTS / Complex Services Combined	Percentage Observations	92.53 71212	91.26 9416	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-4-06	% Out of Service > 4 hours - Raritan	(Retail) Resale	POTS / Complex Services Combined	Percentage Observations	NA (NA) No Value	96.68 211	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
MR-4-06	% Out of Service > 4 hours – Suburban	(Resale) Retail		Percentage Observations	92.53 71212	94.67 17191	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-4-06	% Out of Service > 4 hours – Suburban	(Retail) Resale	POTS / Complex Services Combined	Percentage Observations	NA (NA) No Value	97.02 738	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
MR-4-06	% Out of Service > 4 hours – Hudson-Brgn	(Resale) Retail	POTS / Complex Services Combined	Percentage	92.53	91.97	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric	Metric	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG		Response	Response (12/27/00)
				Observations	71212	17227			(==,=,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
MR-4-06	% Out of Service > 4 hours – Hudson-Brgn	(Retail) Resale	POTS / Complex Services Combined	Percentage Observations	NA (NA) No Value	96.75 400	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
MR-4-06	% Out of	Retail	Trunks	Percentage	37.50	40.91	Verizon		
	Service > 4 hours			Observations Sampling Error	24 29.65	22 30.26	calculated metric values incorrectly.		
MR-4-07	% Out of Service > 12 hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.		
MR-4-08	% Out of	Retail	2 Wire	Percentage	No Value	41.67	Verizon		
	Service > 24 Hours		Digital	Sampling Error	No Value	49.81	populated this value incorrectly on the UNE Southern (Aggregate) Tab of the C2C Report.		
MR-4-08	% Out of Service > 24 Hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.		
MR-5-01	Verizon	Retail	Trunks	Percentage	8.33	9.02	Verizon		
	calculated metric values incorrectly.			Observations Sampling Error	24 16.93	22 17.69	calculated metric values incorrectly.		
PR-1-01	Average Interval Offered – Total No Dispatch – Other (Switch & INP)	Retail	POTS	Standard Deviation	2.14	14.57	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.		
PR-1-09	Average Interval Offered – Total > 192 Forecasted & Unforecasted	Resale	Trunks	Observations	54	53	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	1	Response	Response (12/27/00)
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	4	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.		
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	5	Verizon populated this value incorrectly on the UNE Raritan (Aggregate) Tab of the C2C Report.		
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	26	Verizon populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.		
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	59	Verizon populated this value incorrectly on the UNE Hudson- Bergen (Aggregate) Tab of the C2C Report.		
PR-2-02	Average Interval Completed – Total Dispatch	Retail	2 Wire xDSL	Average Observations Sampling Error	6.45 2687 .14	7.23 477 .34	Verizon populated this value incorrectly		
				Z-Score	-50.14	-18.82	on the UNE Provisioning Tab of the C2C Report.		

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	-	Response	Response (12/27/00)
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	2	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate)		
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	3	Tab of the C2C Report. Verizon populated this value incorrectly on the UNE		
PR-2-11	Average	Retail	POTS and	Observations	No Value	21	Raritan (Aggregate) Tab of the C2C Report. Verizon		
	Interval Completed – Disconnects – Dispatch		Complex Aggregate				populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.		
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	Complex Aggregate	Observations		46	Verizon populated this value incorrectly on the UNE Hudson- Bergen (Aggregate) Tab of the C2C Report.		
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Retail	POTS	Percentage	9.23	82.36	Verizon populated this value incorrectly on the UNE Provisioning Tab of the C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)	Retail	POTS	Percentage	8.85	92.72	Verizon populated this value incorrectly on the UNE Provisioning Tab of the C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG		Response	Response (12/27/00)
PR-3-10	% Completed	UNE	2 Wire	Percentage	NA	33.33	Verizon	Verizon	Agree.
	w/in 6 Days (1-5 lines) Total		Digital	Observations	No Value	3	populated values	concurs with KPMG. This	
	5 lilles) Total						incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-3-10	% Completed	UNE	2 Wire	Percentage	1.00	2.71	Verizon	Verizon	Agree.
	w/in 6 Days (1-		xDSL	Observations	3	479	populated	concurs with	
	5 lines) Total			Obsci vations	3	7/)	values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
PR-4-02	Average Delay	Retail	2 Wire	Observations	No Value	10	Report. Verizon	incorrectly.	
FK-4-02	Days – Total	Ketan	xDSL	Sampling	No Value	5.96	populated		
	Days Total		ADSE	Error	140 Value	3.70	this value		
				21101			incorrectly		
							on the UNE		
							Easternshore		
							(Aggregate)		
							Tab of the		
DD 4.02	A D-1	Data:1	2 Wina	Observations	Na Valer	1	C2C Report.		
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations Sampling	No Value No Value	1 14.46	Verizon populated		
	Days – Total		ADSL	Error	No value	14.40	this value		
				Z-Score	No Value	-0.25	incorrectly		
				2 20010	110 14140	0.20	on the UNE		
							Raritan		
							(Aggregate)		
							Tab of the		
DD 4.02	. D.1	D : 11	0.111	01	NY	10	C2C Report.		
PR-4-02	Average Delay	Retail	2 Wire	Observations		13	Verizon		
	Days – Total		xDSL	Sampling Error	No Value	5.04	populated this value		
				Z-Score	No Value	-0.23	incorrectly		
				Z-Score	140 Value	-0.23	on the UNE		
							Suburban		
							(Aggregate)		
							Tab of the		
DD 1.05			0.77				C2C Report.		
PR-4-02	Average Delay	Retail	2 Wire	Observations		16	Verizon		
	Days – Total		xDSL	Sampling Error	No Value	5.03	populated this value		
				Z-Score	No Value	-0.67	incorrectly		
				Z-SCOIE	TNO Value	-0.07	on the UNE		
							Hudson-		
							Bergen		
							(Aggregate)		
							Tab of the		
]				C2C Report.		

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	-	Response	Response (12/27/00)
PR-4-02	Average Delay Days – Total	UNE	2 Wire xDSL	Average	6.16	6.28	Verizon populated values incorrectly	Verizon concurs with KPMG. This metric was	Agree.
							on C2C Report.	reported incorrectly.	
PR-4-03	% Missed Appointment – Customer	UNE	2 Wire xDSL	Average	159.41	27.41	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-03	% Missed Appointment – Customer	UNE	POTS	Percentage	160.06	28.06	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-05	% Missed Appointment – Bell Atlantic –	UNE	POTS	Percentage Observations	NA No Value	3.84 677	Verizon populated values	Verizon concurs with KPMG. This	Agree.
	No Dispatch – Other - State						incorrectly on C2C Report.	metric was reported incorrectly.	
PR-4-05	% Missed Appointment – Bell Atlantic –	UNE	POTS	Percentage	NA	0.00	Verizon populated values	Verizon concurs with KPMG. This	Agree.
	No Dispatch – Other - Southern			Observations	No Value	4	incorrectly on C2C Report.	metric was reported incorrectly.	
PR-4-05	% Missed Appointment – Bell Atlantic –	UNE	POTS	Percentage	NA	10	Verizon populated values	Verizon concurs with KPMG. This	Agree.
	No Dispatch – Other - Easternshore			Observations	No Value	50	incorrectly on C2C Report.	metric was reported incorrectly.	
PR-4-05	% Missed Appointment – Bell Atlantic –	UNE	POTS	Percentage	NA	4.84	Verizon populated values	Verizon concurs with KPMG. This	Agree.
	No Dispatch – Other - Raritan			Observations	No Value	124	incorrectly on C2C Report.	metric was reported incorrectly.	
PR-4-05	% Missed Appointment – Bell Atlantic –	UNE	POTS	Percentage	NA	1.86	Verizon populated values	Verizon concurs with KPMG. This	Agree.
	No Dispatch – Other - Suburban			Observations	No Value	161	incorrectly on C2C Report.	metric was reported incorrectly.	
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch –	UNE	POTS	Percentage	NA	3.18	Verizon populated values incorrectly	Verizon concurs with KPMG. This metric was	Agree.
	Other – Hudson-Brgn						on C2C Report.	reported incorrectly.	

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	Description	ct	t Type		Verizon	KPMG	_	Response	Response (12/27/00)
				Observations	No Value	283			(==:=::;)
PR-4-07	% On Time Performance – LNP - State	UNE	POTS	Percentage Observations	NA No Value	100.00	Verizon populated values incorrectly on C2C	Verizon concurs with KPMG. This metric was reported	Agree.
PR-4-08	% MA – Customer – Due to Late Order Conf Other (Switch & INP) - State	UNE	2 Wire xDSL	Percentage	159.41	27.41	Report. Verizon populated values incorrectly on C2C Report.	incorrectly. Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-08	% MA – Customer – Due to Late Order Conf Other (Switch & INP) - State	UNE	POTS	Percentage Observations	NA No Value	28.24 1434	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-08	% MA – Customer – Due to Late Order Conf Other (Switch & INP) - Southern	UNE	POTS	Percentage Observations	NA No Value	9	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-08	% MA – Customer – Due to Late Order Conf Other (Switch & INP) - Easternshore	UNE	POTS	Percentage Observations	NA No Value	24.71 85	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-08	% MA – Customer – Due to Late Order Conf Other (Switch & INP) - Raritan	UNE	POTS	Percentage Observations	NA No Value	24.68 235	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-08	% MA – Customer – Due to Late Order Conf Other (Switch & INP) - Suburban	UNE	POTS	Percentage Observations	NA No Value	34.53 307	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-08	% MA – Customer – Due to Late Order Conf Other (Switch & INP) – Hudson-Brgn	UNE	POTS	Percentage	NA	29.22	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	_	Response	Response (12/27/00)
				Observations	No Value	705			(12/27/00)
PR-4-11	% MA – BA –	UNE	POTS	Percentage	NA	4.00	Verizon	Verizon	Agree.
	Std. Interval (W			Observations		625	populated	concurs with	8
	Coded) Orders						values	KPMG. This	
	– No Disp. –						incorrectly	metric was	
	Other - State						on C2C	reported	
							Report.	incorrectly.	
PR-4-11	% MA – BA –	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Std. Interval (W			Observations	No Value	3	populated	concurs with	
	Coded) Orders						values	KPMG. This	
	– No Disp. –						incorrectly	metric was	
	Other -						on C2C	reported	
	Southern						Report.	incorrectly.	
PR-4-11	% MA – BA –	UNE	POTS	Percentage	NA	11.11	Verizon	Verizon	Agree.
	Std. Interval (W			Observations	No Value	45	populated	concurs with	
	Coded) Orders						values	KPMG. This	
	– No Disp. –						incorrectly	metric was	
	Other -						on C2C	reported	
PR-4-11	Easternshore	UNE	POTS	Demonstration	NTA	5 17	Report. Verizon	incorrectly. Verizon	A
PK-4-11	% MA – BA – Std. Interval (W	UNE	PO15	Percentage Observations	NA No Value	5.17 116		concurs with	Agree.
	Coded) Orders			Observations	No value	110	populated values	KPMG. This	
	– No Disp. –						incorrectly	metric was	
	Other - Raritan						on C2C	reported	
	Other - Raritan						Report.	incorrectly.	
PR-4-11	% MA – BA –	UNE	POTS	Percentage	NA	1.33	Verizon	Verizon	Agree.
110 111	Std. Interval (W	OTIL	1015	Observations		150	populated	concurs with	rigico.
	Coded) Orders			Observations	110 varae	130	values	KPMG. This	
	– No Disp. –						incorrectly	metric was	
	Other -						on C2C	reported	
	Suburban						Report.	incorrectly.	
PR-4-11	% MA – BA –	UNE	POTS	Percentage	NA	3.46	Verizon	Verizon	Agree.
	Std. Interval (W			Observations	No Value	260	populated	concurs with	
	Coded) Orders						values	KPMG. This	
	– No Disp. –						incorrectly	metric was	
	Other –						on C2C	reported	
	Hudson-Brgn						Report.	incorrectly.	
PR-5-01	% Missed	Retail	Trunks	Observations	3	9337	Verizon	Verizon	After further
	Appointment –						populated	concurs with	analysis of the
	Bell Atlantic –			Sampling	1.00	.03	values	KPMG. This	data, KPMG
	Facilities			Error			incorrectly	metric was	added two
				Z-Score	.03	1.15	on C2C	reported	more fields.
DD 7 01	0/ 3/5' 1	D 1	TD 1	01 .:	2402	7055	Report.	incorrectly.	
PR-5-01	% Missed	Resale	Trunks	Observations	2492	7255	Verizon	Verizon	Agree.
	Appointment – Bell Atlantic –						populated values	concurs with KPMG. This	
	Facilities						incorrectly	metric was	
	1 acmues						on C2C	reported	
							Report.	incorrectly.	
PR-5-02	% Orders Held	Retail	Trunks	Percentage	NA	0.00	Verizon	Verizon	Agree.
111-5-02	for Facilities >	retaii	TIUIIKS	1 crecinage	11/1	0.00	populated	concurs with	13100.
	15 Days						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	_	Response	Response (12/27/00)
				Observations	No Value	9337			(==,=:::)
PR-5-02	% Orders Held	Resale	Trunks	Percentage	NA	0.00	Verizon	Verizon	Agree.
	for Facilities >			Observations	No Value	7255	populated	concurs with	
	15 Days						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
PR-5-03	% Orders Held	Retail	Trunks	Dargantaga	NA	0.00	Report. Verizon	incorrectly. Verizon	Agraa
PK-3-03	for Facilities >	Retail	Trunks	Percentage Observations		9337	populated	concurs with	Agree.
	60 Days			Observations	No value	9337	values	KPMG. This	
	00 Days						incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-5-03	% Orders Held	Resale	Trunks	Percentage	NA	0.00	Verizon	Verizon	Agree.
	for Facilities >			Observations		7255	populated	concurs with	
	60 Days						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-6-01	% Installation	UNE	2 Wire	Percentage	0	400	Verizon	Verizon	Agree.
	Troubles		Digital				populated	concurs with	
	reported within						values	KPMG. This	
	30 Days - Raritan						incorrectly on C2C	metric was	
	Karitan						Report.	reported incorrectly.	
PR-6-01	% Installation	UNE	2 Wire	Percentage	0	800	Verizon	Verizon	Agree.
1 K-0-01	Troubles	ONE	Digital	Tercentage	U	800	populated	concurs with	Agicc.
	reported within		Digital				values	KPMG. This	
	30 Days -						incorrectly	metric was	
	Suburban						on C2C	reported	
							Report.	incorrectly.	
PR-6-01	% Installation	UNE	2 Wire	Percentage	0	2100.00	Verizon	Verizon	Agree.
	Troubles		Digital				populated	concurs with	
	reported within						values	KPMG. This	
	30 Days –						incorrectly	metric was	
	Hudson-Brgn						on C2C	reported	
DD < 01	0/ 111	LINIE	2 11/1	D	17.16	17.20	Report.	incorrectly.	
PR-6-01	% Installation Troubles	UNE	2 Wire xDSL	Percentage Z-Score	17.16 -46.20	17.28 -46.55	Verizon populated		
	reported within		XDSL	Z-Score	-40.20	-40.33	values		
	30 Days - State						incorrectly		
	20 Days State						on C2C		
							Report.		
PR-6-01	% Installation	Retail	Trunks	Percentage	1.00	.03	Verizon		
	Troubles			Sampling	.16	.03	populated		
	reported within			Error			values		
	30 Days			Z-Score	-4.30	0.16	incorrectly		
							on C2C		
							Report.		

Metric	Metric	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG		Response	Response (12/27/00)
PR-6-01	% Installation Troubles reported within 30 Days	Resale	Trunks	Percentage	1.67	.03	Verizon populated value incorrectly on C2C Report.		
PR-6-02	% Installation Troubles reported within 7 Days – Loop - Raritan	UNE	POTS	Percentage	.57	.56	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Closed. These values are only off by .01 and should not have been included in this Table.
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE - State	Resale	2 Wire Digital	Percentage	No Value	5.41	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE - Southern	Resale	2 Wire Digital	Percentage	0	50	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE - Raritan	Resale	2 Wire Digital	Percentage	No Value	12.50	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE - Hudson-Brgh	Resale	2 Wire Digital	Percentage	No Value	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Installation Troubles reported within 30 Days - State	UNE	2 Wire xDSL	Percentage	17.16	17.28	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Installation Troubles reported within 30 Days - Raritan	UNE	2 Wire Digital	Percentage	0.00	900.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric	<u>Metric</u>	Produ		Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG		Response	Response (12/27/00)
PR-6-03	% Installation Troubles reported within 30 Days -	UNE	2 Wire Digital	Percentage	0.00	300.00	Verizon populated values incorrectly	Verizon concurs with KPMG. This metric was	Agree.
	Suburban						on C2C Report.	reported incorrectly.	
PR-6-03	% Installation Troubles reported within 30 Days – Hudson-Brgn	UNE	2 Wire Digital	Percentage	0.00	700.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Installation Troubles reported within	UNE	POTS	Percentage	No Value	NA	Verizon populated values	Verizon concurs with KPMG. This	Agree.
	30 Days – FOK/TOK/CPE – Other – Hudson-Brgn			Observations	No Value	0	incorrectly on C2C Report.	metric was reported incorrectly.	
PR-8-01	% Open Orders in a Hold Status > 30 Days	Retail	Trunks	Percentage Observations	NA No Value	1.00 9337	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-8-01	% Open Orders in a Hold Status > 30 Days	Resale	Trunks	Percentage Observations	NA No Value	1.67 7255	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-8-02	% Open Orders in a Hold Status > 90 Days	Retail	Trunks	Percentage Observations	NA No Value	.02 9337	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-8-02	% Open Orders in a Hold Status > 90 Days	Resale	Trunks	Percentage Observations	NA No Value	.03 7255	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-01	% On Time	UNE	POTS	Percentage	92.99	93.06	Verizon	Verizon	Agree.
	Performance - Hot Cuts - State			Observations	314	317	populated values incorrectly on C2C Report.	concurs with KPMG. This metric was reported incorrectly.	
PR-9-01	% On Time Performance - Hot Cuts - Southern	UNE	POTS	Percentage	UD	92.59	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric	<u>Metric</u>	Produ	Produc t Type	Value	Diffe	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct			Verizon	KPMG	_	Response	Response (12/27/00)
				Observations	No Value	27			(==,=1,03)
PR-9-01	% On Time	UNE	POTS	Percentage	UD	100.00	Verizon	Verizon	Agree.
	Performance - Hot Cuts - Easternshore			Observations	No Value	9	populated values incorrectly on C2C Report.	concurs with KPMG. This metric was reported incorrectly.	
PR-9-01	% On Time	UNE	POTS	Percentage	UD	94.59	Verizon	Verizon	Agree.
	Performance - Hot Cuts - Raritan			Observations	No Value	37	populated values incorrectly on C2C Report.	concurs with KPMG. This metric was reported incorrectly.	
PR-9-01	% On Time	UNE	POTS	Percentage	UD	94.12	Verizon	Verizon	Agree.
	Performance - Hot Cuts - Suburban			Observations	No Value	51	populated values incorrectly on C2C Report.	concurs with KPMG. This metric was reported incorrectly.	
PR-9-01	% On Time	UNE	POTS	Percentage	UD	92.23	Verizon	Verizon	Agree.
	Performance - Hot Cuts - Hudson-Brgn			Observations	No Value	193	populated values incorrectly on C2C Report.	concurs with KPMG. This metric was reported incorrectly.	
PR-9-02	% Early Cuts –	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Lines - State			Observations	No Value	1431	populated values incorrectly on C2C Report.	concurs with KPMG. This metric was reported incorrectly.	
PR-9-02	% Early Cuts –	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Lines - Southern			Observations		136	populated values incorrectly on C2C Report.	concurs with KPMG. This metric was reported incorrectly.	
PR-9-02	% Early Cuts – Lines -	UNE	POTS	Percentage Observations	NA No Value	0.00	Verizon populated	Verizon concurs with	Agree.
	Easternshore						values incorrectly on C2C Report.	KPMG. This metric was reported incorrectly.	
PR-9-02	% Early Cuts –	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Lines - Raritan			Observations	No Value	160	populated values incorrectly on C2C Report.	concurs with KPMG. This metric was reported incorrectly.	
PR-9-02	% Early Cuts – Lines - Suburban	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric	<u>Metric</u>	Produ	u Produc t Type	Value	Diffe	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct			Verizon	KPMG		Response	Response (12/27/00)
				Observations	No Value	243			(12/27/00)
PR-9-02	% Early Cuts –	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Lines –			Observations		865	populated	concurs with	
	Hudson-Brgn						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-03	% Early Cuts –	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Orders - State			Observations	No Value	317	populated	concurs with	
							values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
DD 0 02	0/ E 1 C /	LINE	ротпа	D (NT A	0.00	Report.	incorrectly.	
PR-9-03	% Early Cuts – Orders -	UNE	POTS	Percentage	NA Na Val	0.00	Verizon	Verizon	Agree.
	Southern			Observations	No Value	27	populated values	concurs with KPMG. This	
	Southern						incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-03	% Early Cuts –	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
110 03	Orders -	CIL	1015	Observations		9	populated	concurs with	rigice.
	Easternshore			Obsci vations	110 value		values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-03	% Early Cuts –	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Orders - Raritan	ers - Raritan		Observations	No Value	37	populated	concurs with	
							values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-03	% Early Cuts –	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Orders -			Observations	No Value	51	populated	concurs with	
	Suburban						values	KPMG. This	
							incorrectly on C2C	metric was reported	
							Report.	incorrectly.	
PR-9-03	% Early Cuts –	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
110	Orders –	CIL	1015	Observations		193	populated	concurs with	rigice.
	Hudson-Brgn			Observations	110 value	173	values	KPMG. This	
	8						incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-04	% Defective	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Cuts – Lines -			Observations	No Value	1431	populated	concurs with	
	State						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
DD 0 0 1	0/ 70 0	T ** *	Dom-		***	0.00	Report.	incorrectly.	
PR-9-04	% Defective	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Cuts – Lines -						populated	concurs with	
	Southern						values	KPMG. This	
							incorrectly on C2C	metric was	
	1						Report.	reported incorrectly.	

Metric	<u>Metric</u>	Produ	Produc	Value	Difference		Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	1	Response	Response (12/27/00)
				Observations	No Value	136			(12/27/00)
PR-9-04	% Defective	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Cuts – Lines -			Observations	No Value	27	populated	concurs with	
	Easternshore						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
DD 0 04	0/ D C +:	IDIE	ротпо	D (NT A	0.00	Report.	incorrectly.	1
PR-9-04	% Defective Cuts – Lines -	UNE	POTS	Percentage	NA No Value	0.00	Verizon	Verizon concurs with	Agree.
	Raritan			Observations	No value	160	populated values	KPMG. This	
	Karitan						incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-04	% Defective	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Cuts – Lines -			Observations		243	populated	concurs with	-8
	Suburban						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-04	% Defective	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Cuts – Lines –			Observations	No Value	865	populated	concurs with	
	Hudson-Brgn						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
PR-9-05	% Defective	UNE	POTS	Percentage	NA	0.00	Report. Verizon	incorrectly. Verizon	Agraa
FK-9-03	Cuts – Orders -	UNE	FOIS	Observations		317	populated	concurs with	Agree.
	State			Observations	No value	317	values	KPMG. This	
	State						incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-05	% Defective	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Cuts – Orders -			Observations	No Value	27	populated	concurs with	
	Southern						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
DD 0 0 5	0.50	10.00	Вожа	<u> </u>	27.1	0.00	Report.	incorrectly.	
PR-9-05	% Defective	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Cuts – Orders - Easternshore			Observations	No Value	9	populated values	concurs with KPMG. This	
	Easternshore						incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-05	% Defective	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Cuts – Orders -		- 515	Observations		37	populated	concurs with	-6-55.
	Raritan						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-05	% Defective	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Cuts – Orders -						populated	concurs with	
	Suburban						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
			ļ				Report.	incorrectly.	

Metric	<u>Metric</u>	Produ	Produc	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG		Response	Response (12/27/00)
				Observations	No Value	51			(12/21/00)
PR-9-05	% Defective	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Cuts – Orders –			Observations	No Value	193	populated	concurs with	
	Hudson-Brgn						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
PR-9-06	% Late Cuts –	UNE	POTS	Observations	145	1431	Report. Verizon	incorrectly. Verizon	Agraa
rK-9-00	Lines - State	UNE	FOIS	Observations	143	1431	populated	concurs with	Agree.
	Lines - State						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-06	% Late Cuts –	UNE	POTS	Observations	5	136	Verizon	Verizon	Agree.
- *	Lines -						populated	concurs with	
	Southern						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-06	% Late Cuts –	UNE	POTS	Percentage	100	0	Verizon	Verizon	Agree.
	Lines -						populated	concurs with	
	Easternshore						values	KPMG. This	
							incorrectly	metric was	
							on C2C Report.	reported incorrectly.	
PR-9-06	% Late Cuts –	UNE	POTS	Observations	4	160	Verizon	Verizon	Agree.
1 K-5-00	Lines - Raritan	UNL	1015	Obscivations	7	100	populated	concurs with	Agicc.
	Emes Rartan						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-06	% Late Cuts –	UNE	POTS	Observations	4	243	Verizon	Verizon	Agree.
	Lines -						populated	concurs with	
	Suburban						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
DD 0.06	0/ I - + - C + -	LINIE	DOTE	01	122	0.65	Report.	incorrectly.	A
PR-9-06	% Late Cuts – Lines –	UNE	POTS	Observations	132	865	Verizon populated	Verizon concurs with	Agree.
	Hudson-Brgn						values	KPMG. This	
	Tiudson-Digii						incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-07	% Late Cuts –	UNE	POTS	Observations	22	317	Verizon	Verizon	Agree.
	Orders - State						populated	concurs with	
							values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	

Metric	<u>Metric</u>	Produ		Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct	t Type		Verizon	KPMG	1	Response	Response (12/27/00)
PR-9-07	% Late Cuts –	UNE	POTS	Observations	2	27	Verizon	Verizon	Agree.
	Orders -						populated	concurs with	
	Southern						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
				_	100		Report.	incorrectly.	
PR-9-07	% Late Cuts –	UNE	POTS	Percentage	100	0	Verizon	Verizon	Agree.
	Orders -						populated	concurs with KPMG. This	
	Easternshore						values incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-07	% Late Cuts –	UNE	POTS	Observations	2	37	Verizon	Verizon	Agree.
1 K-7-07	Orders - Raritan	ONL	1015	Obsci vations	2	31	populated	concurs with	Agree.
							values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-07	% Late Cuts –	UNE	POTS	Observations	3	51	Verizon	Verizon	Agree.
	Orders -						populated	concurs with	
	Suburban						values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	
PR-9-07	% Late Cuts – Orders – Hudson-Brgn	UNE	POTS	Observations	15	193	Verizon	Verizon	Agree.
						populated	concurs with		
							values	KPMG. This	
							incorrectly	metric was	
							on C2C	reported incorrectly.	
PR-9-08	Average	UNE	POTS	Dorgantaga	33.06	31.99	Report. Verizon	Verizon	Agraa
FK-9-08	Duration of	UNE	1013	Percentage	33.00	31.99	populated	concurs with	Agree.
	Service			Observations	32	9	values	KPMG. This	
	Interruption -						incorrectly	metric was	
	State						on C2C	reported	
							Report.	incorrectly.	
PR-9-09	%	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Supplemented			Observations	No Value	317	populated	concurs with	
	or Cancelled						values	KPMG. This	
	Orders - State						incorrectly	metric was	
							on C2C	reported	
							Report.	incorrectly.	1
PR-9-09	%	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Supplemented			Observations	No Value	27	populated	concurs with	
	or Cancelled						values	KPMG. This	
	Orders -						incorrectly on C2C	metric was	
	Southern						Report.	reported incorrectly.	
PR-9-09	%	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
1 IN-2-UZ	Supplemented	UNE	1013	1 Ciccinage	INA	0.00	populated	concurs with	Agice.
	or Cancelled						values	KPMG. This	
	Orders -						incorrectly	metric was	
	Easternshore						on C2C	reported	
							Report.	incorrectly.	

Metric	<u>Metric</u>	Produ	Product t Type	Value	Differ	rence	Finding	Verizon	KPMG
Number	<u>Description</u>	ct			Verizon	KPMG	_	Response	Response (12/27/00)
				Observations	No Value	9			(12/2//00)
PR-9-09	%	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.
	Supplemented			Observations	No Value	37	populated	concurs with	
	or Cancelled						values	KPMG. This	
	Orders - Raritan						incorrectly	metric was	
							on C2C	reported	
DD 0 00	0/	LINIE	DOTE	D	NT A	0.00	Report. Verizon	incorrectly.	A
PR-9-09	% Supplemented	UNE	POTS	Percentage	NA	0.00		Verizon concurs with	Agree.
	or Cancelled			Observations	No Value	51	populated values	KPMG. This	
	Orders -						incorrectly	metric was	
	Suburban						on C2C	reported	
	Sacarcan						Report.	incorrectly.	
PR-9-09	%	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon Verizon	Agree.
- 75	Supplemented	.—		Observations		193	populated	concurs with	
	or Cancelled						values	KPMG. This	
	Orders –						incorrectly	metric was	
	Hudson-Brgn						on C2C	reported	
							Report.	incorrectly.	
NP-2-02	Average	CLEC		Average	UD	141.48	Verizon		
	Interval -			Observations	No Value	21	populated		
	Physical			00001 (4410110	110 14140		values		
	Collocation - New						incorrectly on C2C		
	New						Report.		
NP-2-03	Average	CLEC		Average	UD	143.39	Verizon		
111 2 00	Interval - SCOPE - New			_			populated		
				Observations	No Value	24	values		
							incorrectly		
							on C2C		
							Report.		
NP-2-03	Average	CLEC		Average	142.89	24.91	Verizon		
	Interval -			Observations	21	6	populated		
	SCOPE						values		
							incorrectly on C2C		
							Report.		
NP-2-04	Average	CLEC		Average	NA	144.33	Verizon		
111 2 04	Interval -	CLLC		_			populated		
	CCOE - BA			Observations	No Value	36	values		
	Equipment is						incorrectly		
	Secure - New						on C2C		
							Report.		
NP-2-07	% On Time -	CLEC		Average	100.00	112.09	Verizon		
	Total			Observations	102	91	populated		
				Josef various	102	71	values		
							incorrectly		
							on C2C		
			1				Report.		

Metric	<u>Metric</u>		Produc t Type	Value	Difference		Finding	Verizon	KPMG
Number	<u>Description</u>	ct			Verizon	KPMG		Response	Response (12/27/00)
NP-5-01	% Network Outage Notices Sent within 30 Minutes	CLEC	Trunks	Percentage	50.60	53.01	Verizon populated value incorrectly on C2C Report.		
GE-2-01	% of Access Requests Responses Transmitted On-Time	CLEC		Observations	42	48	Verizon populated value incorrectly on C2C Report.	VZ has verified that the correct number of observations for this metric is 42.	Agree.